



Customer Service *Connections*

A publication of Saint Paul Regional Water Services

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to have utilities
marked***

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bottled water
really cost?***

***To Serve You
Better***

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Water Board, City Council approve water rate increase for 2008

The Board of Water Commissioners and the Saint Paul City Council have approved an increase of 9 percent for 2008 for most water rates. This means that the current average rate of \$1.75 per unit (748 gallons) will increase to \$1.91 in the cities of Saint Paul, Falcon Heights, Maplewood and West St. Paul. For an average family of four, it will amount to an additional \$4.80 per quarter. For all other municipalities served by SPRWS, the average rate of \$2.10 per unit will increase to \$2.29, or an additional \$5.70 per quarter for family of four.

For high-consumption customers (i.e., those using over 100,000 cubic feet per month), the rates will increase

by 12 percent, or, from an average of \$1.65 to \$1.85 per unit in Saint Paul, Falcon Heights, Maplewood and West Saint Paul and from an average of \$1.98 to \$2.22 in the other municipalities.

The adjustment in rates is due in part to inflation, which increases the cost of operations. An additional factor is the need to continue replacement and upgrade of our infrastructure through investment in our capital program. Water main, hydrant and service connection replacement in addition to necessary water system maintenance will continue to be funded with this rate adjustment. The last reduction in projected water consumption was also made in the 2008 budget resulting in a financing structure that is sound and predictable.

811: New national number makes it easy to locate utilities

Are you planning any outdoor home improvement projects for this spring? Minnesota traditionally has asked homeowners and professionals to call Gopher State One Call (GSOC) to locate utility lines and cables prior to digging. To make it easy to remember the number no matter where you are, there is a new, nationally mandated number to locate utilities: 811.

One easy phone call to 811 starts the process to get your underground utility lines marked for free. When you call 811 from anywhere in the country, your call will be routed to your local one call center, which will still be GSOC in

Minnesota. (More information is at www.gopherstateonecall.org)

The rest of the procedure remains the same: operators will ask you for the location of your digging job and route your call to affected utility companies. Your utility companies will then send a professional locator to your intended dig site to mark the approximate location of your lines within a few days. Once your underground lines have been marked, you will know the approximate location of your utility lines and can dig safely, because knowing what's below protects you and your family.

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Our mission is to provide reliable, quality water and services at a reasonable cost.

To Serve You Better

Saint Paul Regional Water Services offers **several payment options**. If you need help to decide which method is best for you, just give us a call. A Customer Service Representative will be happy to discuss each option in detail.

Direct payment plan. Never write another check for your water services, and never again worry about paying your bill on time. Join nearly 10,000 other SPRWS customers and **have the amount due deducted electronically from your checking or savings account**. You'll still receive a statement; it will indicate which date each payment will be deducted from your account.

Drop boxes. For next-day processing, use the **McCarrons Center drop box**, located at 1900 Rice Street (open 24 hours). For 48-hour processing, the **downtown drop box** is located at Saint Paul City Hall, 15 Kellogg Blvd. (8:00 a.m. to 4:30 p.m.; visitors must pass through security.) Checks or money orders only, please.

In-person transactions. To pay your bills in person, walk into the **McCarrons Center office**, 1900 Rice Street, 8:00 a.m. to 4:30 p.m., Monday through Friday. We accept checks, money orders, cash, and can make credit arrangements.

Questions? Call Customer Service at 651-266-6350.

How much does a bottle of water really cost?

- It takes three liters of water to make one liter of bottled water.
- In 2006, Americans bought 31.2 billion liters of water.
- Almost 900,000 tons of plastic was needed to make the bottles, requiring more than 17 million barrels of oil.
- Bottling the water created more than 2.5 million tons of carbon dioxide.

Want more information? Go to the Pacific Institute web site, from which this information is taken: www.pacinst.org

811: New national number makes it easy to locate utilities

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Why call 811?

On your property there are underground gas lines, cables, and water pipes, among other utilities. Often they are located along property lines or near buildings, but they can be anywhere at any depth.

It is your responsibility to call 811 before you dig:

- To avoid damage to your home or family
- To prevent disruptions in service to you and your neighbors
- To avoid fines and other costs associated with damaging utilities or property affected by them

When should I call?

Anytime you need to dig, even for small projects like putting in shrubs or hedges. Call 811 for projects involving digging like:

- Fences
- Trees



**Know what's below.
Call before you dig.**

- Sidewalks or other concrete work
- Ponds
- Mailboxes on posts
- Decks

It takes only minutes to call, it's free, and your lines will be marked in a matter of days.

Don't take an unnecessary risk: Call 811 before you dig.

For more information, look on www.call811.com

Want to use the Internet to request your utilities be marked before you dig?

I-TIC Lite allows homeowners to apply on-line

For homeowners who would rather fill out their utility location request forms directly with Minnesota's Gopher State One Call, an Internet application option is available.

Rather than calling 811, homeowners can use a program called I-TIC Lite. It's an interactive Internet form homeowners can fill out from a computer to request utilities on their property be

marked before they dig. Most of the questions you would be asked on the phone are in the on-line form. Homeowners register at www.gopherstateonecall.org to get access to the form. Go to the I-TIC on the menu and select I-TIC Lite for more information.

Just one more way to get your utilities marked before you dig.

